

UCx Contact Center



Reimagine customer interaction. UCx Contact Center helps you move faster, serve smarter, and lead the conversation – without missing a beat.

Why You Need It



Get up and running quickly

Cloud-based for fast deployment, minimal setup requirements, less infrastructure, reduced CAPEX and predictable OPEX. Our Contact-Center-as-a-service allows you to scale up or down with ease and support hybrid work models.



Omni-Channel Customer Convenience

Let customers choose how to reach you: phone, text, chat, WhatsApp and email are all integrated. You can also give them self-service options for an improved customer experience



Personalization & Insights

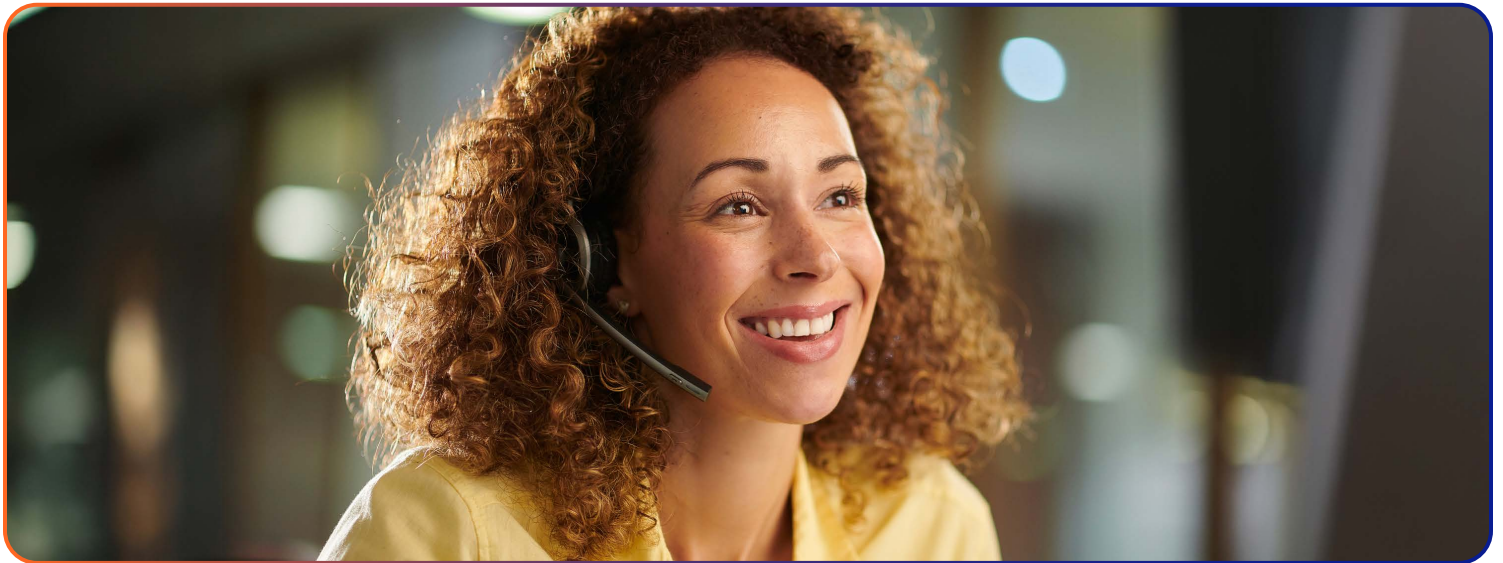
Stay in the loop with dashboards and reports to keep you informed without extra work. Integrate your CRM for better interactions and use AI, analytics and reporting to improve service



Revenue & Engagement

Send timely notifications automatically via SMS, voice, and email.

Contact Center improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience.



Contact Center Enables You To:

- **Go beyond voice only** call center by giving agents access to multiple channels for interacting with customers
- **Support multiple locations** and remote employees
- **Centralize management** from one portal, accessible anywhere, any time
- **Keep an eye on service levels**, and analyze team performance by queue, team, or employee with real-time dashboards and historical reports.
- **Easily manage** customizable frontline user skillsets and statuses
- Centralize the handling of customer **calls, web chat, email, and SMS** in a single application
- **Enhance audience engagement** with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to **measure satisfaction**
- Quickly and easily integrate with **CRM and WFM** systems

Key Benefits

<p>Better Productivity Give your employees the tools they need – whether they need to collaborate, talk to a customer, or a little of both.</p>	<p>A Single Provider for Communications With TPx as your single source for Unified Communications, Collaboration, and Contact Center, your team gains seamless access to essential tools from our secure cloud, whether they’re using a phone, desktop, or mobile device.</p> <p>A Choice of Collaboration Platforms Use top-tier collaboration platforms like Webex or Microsoft Teams for internal communication and give your agents the powerful Ascend Contact Center application for customer interactions all in a single, integrated solution.</p> <p>Smarter Queue Management Handle calls, chats, or emails in real-time to speed up resolutions and keep customers satisfied.</p>
<p>Inspiring Interactions Total customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.</p>	<p>Skillsets Skills-based routing means the employee most suitable to take the inquiry is reached.</p> <p>Callbacks After a period, queued callers can request a callback, and the next available employee will receive the request. The system waits to ensure the agent is ready before dialing, resulting in better-prepared employees and interactions.</p> <p>Preferred Agent Routing Assign a specific employee to act as “point” on complex cases. With Preferred Agent Routing, calls and chats are directed to an employee of your choosing.</p> <p>IVR Control & Creativity Easily create custom IVRs and deploy advanced functions like variables, conditional logic, and more. Contact Center puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.</p>
<p>Customer-Centric Channels Contact Center rolls up voice, chat, WhatsApp, and email queues into a single, streamlined omni-channel experience.</p>	<p>Queues & Contact Center Agent With Omni-channel routing, forget the idea of a “queue” being only for voice calls. Powered by the Ascend desktop, web, or mobile app, agents receive voice, chat, WhatsApp, and email interactions—all seamlessly integrated for cross-channel service and insights.</p>
<p>In-Depth Insights Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.</p>	<p>Dashboards and Live Monitoring Monitor the platform in real-time with dashboards on wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions and even take control as needed.</p> <p>Dashboards and Wallboards View the top-level metrics that matter most, anytime, from anywhere - and share the data with anyone who needs it.</p> <p>Custom Reports Choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and more. Our Product specialists can also develop custom reports to best meet your unique needs.</p>
<p>Standing Engagement Capture your customer’s attention with notifications for reminders, promotions, and more.</p>	<p>Dynamic Notifications Turn your contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extend a company’s reach while still respecting customer preferences.</p>

Two Ways To Get UCx Contact Center

We make it easy to address your customer experience needs, no matter your requirements or the size of your business. Choose from two plans, with the ability to add other cloud business applications to create a holistic suite of powerful tools.

	Contact Center VOICE	Contact Center OMNI
CC License Type	Concurrent Seats*	Concurrent Seats*
Admin Portal	●	●
Supervisor App	●	●
Real-Time Agent Status	●	●
Inbound Voice Channel Queues	●	●
Automatic Call Distribution (ACD)	●	●
Position in Queue & Estimated Wait Time Messages	●	●
Supervisor functions (Monitor, Whisper, Barge-in)	●	●
Real-Time, Historical & Graphical Reports	●	●
Real-Time Dashboards	●	●
Analytics Dashboards- Queues	●	●
Analytics Dashboards- Agent	●	●
Archiving - Archive all communications (voice, SMS, chat, email, screen recordings) to safeguard your organization, enabling easy monitoring and retrieval.	Add-on (+\$)	Add-on (+\$)
Call Recording	●	●
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack)	●	●
Agent Desktop & Web Application	●	●
Scheduled & Custom Reports	●	●
Customizable IVR	●	●
Skill-Based Routing	●	●
Geo-Routing	●	●
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	●	●
Custom Agent Status	●	●
Real-Time Customizable Threshold Alerts	●	●
Queued Callback & Queued Voicemail	●	●
Emergency Queue Bulletins	●	●

	Contact Center VOICE	Contact Center OMNI
Post-Call Surveys	●	●
Text-to-Speech	●	●
Call Scripting	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●
Bursting Demand Support ¹	●	●
Chat Channel Queues	Add-on (+\$)	●
Email Channel Queues	Add-on (+\$)	●
WhatsApp Channel Queues	Add-on (+\$)	●
Dynamic Notification (Voice, Email & SMS) ²	Add-on (+\$)	●
Schedule Manager	Add-on (+\$)	●
AI Agent Evaluator (Identify topics, sentiments, highlight keywords for coaching, and performance improvements.)	Add-on (+\$)	●
Screen Recording	Add-on (+\$)	●
Custom (Non-Standard) CRM Integration ³	Prof. Services (+\$)	Prof. Services (+\$)
Custom (Non-Standard) WFM Integration ³		Prof. Services (+\$)
Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)		Prof. Services (+\$)
Speech Recognition Integration		●

* Number of users signed-in

1. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-Ons during period-no min. usage duration and be reflected on next bill cycle. "Burst & release" model – billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to our UC platform named user services.

2. Desired channels add-ons (Email & SMS) – sold separately.

3. Standard CRM/WFM integrations are included. Only custom development for non-standard environments requires professional services.



Ready to transform your customer experience?
Let's Talk.